



HANSA-FLEX optimises customer service with Enterprise Digital Assistants from Motorola and IT solution from aibis



“We have to coordinate 100 service vehicles throughout Germany every day and keep track of over 2,000 spare parts contained in each vehicle as well as a large number of special tools. Thanks to the IT solution from aibis and Motorola, we are now in a position to supply the necessary spare parts to our customers at any time and simplify the job of our customer service personnel in their daily work as much as possible.”

– Jörg Hartmann, Team Manager for Organisation at HANSA-FLEX Hydraulik GmbH

The company: HANSA-FLEX Hydraulik GmbH

HANSA-FLEX Hydraulik GmbH is Europe's leading supplier of fluid technology systems providing hydraulic and metal hoses and components to over 300,000 customers in a variety of sectors. HANSA-FLEX is a global company with 350 branches in 36 countries and achieves sales of € 320 million. In addition, HANSA-FLEX operates a customer service fleet of 200 vehicles world-wide, of which 100 are in Germany. Within the framework of its FLEXXPRESS service, employees in the customer service fleet perform repairs and install replacement parts throughout Germany and around-the-clock. This could, for example, involve replacing a hydraulic hose on a forklift or a connector fitting on an automobile production line. Standstills caused by faulty parts can quickly lead to a significant loss of earnings.

The challenge: Efficient coordination of the FLEXXPRESS customer service fleet

Through its FLEXXPRESS service, HANSA-FLEX guarantees customers that its service personnel will be on-site quickly and repair any damage immediately. In order to fulfil this commitment efficiently, HANSA-FLEX requires a reliable fleet management and customer service system, which informs operational managers of the location and status of service vehicles at all times. Moreover, the system must also provide an up-to-date and accurate overview of spare capacity together with the required inventory of spare parts in order to supply customer service personnel with missing components and coordinate operations as efficiently as possible.



Customer profile

HANSA-FLEX

Company

HANSA-FLEX Hydraulik GmbH
(www.hansa-flex.com)

Location

Bremen, Germany

Industry

Fluid technology, field service and maintenance

Motorola products

MC75: mobile terminal with Windows Mobile 6, GPRS, GPS and Bluetooth

Application(s)

Applications from Motorola's sales partner aibis:

- Skaifleet for mobile fleet management and digital order processing
- Skaiforms for digitalisation of forms

Partner

- aibis Informationssysteme GmbH

Benefits

- Efficient coordination and scheduling of customer service technicians
- Central administration of capacities and spare parts
- Remote software maintenance and servicing of Enterprise Digital Assistants
- Optimisation of business processes and service quality
- Faster processing of order and delivery notes as well as production of invoices



In addition, EU regulation 3821/85, which regulates driving and working periods, requires HANSA-FLEX to read out the digital speedometers of FLEXXPRESS vehicles electronically on a regular basis. In order to conform with this regulation, the company is obliged to collect and save driver data every 28 days and vehicle information every 90 days. During its search for a suitable solution, HANSA-FLEX rejected standard digital solutions available from other suppliers in the market. These technologies would have created additional costs, which soon add up to a major expense with a fleet of 100 vehicles in Germany. Alternative solutions would have tied HANSA-FLEX into multi-year user licences or resulted in the company having to replace faulty user devices itself. Standard retail EDAs could not be used for reasons of security and reliability and they were also too complicated to operate easily. HANSA-FLEX required a solution, which could be integrated seamlessly into the workflows of service technicians without interrupting their work.

Mobile fleet management system with Enterprise Digital Assistants from Motorola

After a rigorous selection procedure, HANSA-FLEX opted for the modular, mobile fleet management system SkaiFleet and the digital pen solution SkaiForms from aibis in combination with the MC75 Enterprise Digital Assistants from Motorola.

The entire German FLEXXPRESS customer service fleet already operates 100 of the robust terminals for speech and data capture as well as transmission. The MC75 connects mobile customer service technicians directly with their operational managers at the headquarters and they receive their current orders digitally via a secure Internet connection. The MC75 also has a GPS function, which allows headquarters to locate each FLEXXPRESS vehicle and assists in navigation. In combination with a mobile communications card, the Enterprise Digital Assistants record all driver and vehicle data at 14-day intervals and provide this for later inspection by supervisory authorities.

Another important module in the mobile IT solution is SkaiForms. Service personnel use this application to complete their work records with a digital pen, which contains a camera and memory module. The technician confirms the entered information with a tick. This recorded data includes, for example, information on the causes of the damage, inventory numbers, operating hours, the spare parts required or customer signatures. This can then be transmitted immediately via the MC75's Bluetooth interface and GPRS to the central HANSA-FLEX server. Here, the SkaiForms system converts the data into digital characters via an intelligent text recognition program.

Benefits: Reliable coordination of service vehicles and capacities for optimal customer service

With the mobile fleet management system, FLEXXPRESS service technicians receive up-to-date orders directly via their EDAs. They can confirm they have received, processed and invoiced orders with a single click. That not only saves the technicians valuable time, which they can spend more profitably on performing work for the customer – it also allows the coordinating managers to oversee the progress of each order and spare capacity of each service employee and administrate this centrally. The integrated speech and data capture capabilities of the MC75 permit HANSA-FLEX to seamlessly determine and check offences against regulations enforced by the police, the Federal Agency for Goods Transport (BAG) or industrial inspectorate as well as local municipal public order offices. In addition, the FLEXXPRESS customer service headquarters receives precise information about the productivity and workload of its service fleet. Vehicle location via GPS allows operational managers at headquarters to determine which vehicle is closest to the next job. They can then issue the service orders in a targeted manner. This data can be used to target business processes with potential for optimisation and to improve service quality. The digital pen solution SkaiForms also makes a contribution in this regard as electronic data collection and transmission cut out the long-winded processing of paper-based order and delivery notes, which is susceptible to losing documents in any case. It also allows invoices to be produced more quickly.

Within the framework of this partnership with Motorola and aibis, HANSA-FLEX receives all servicing and maintenance for its IT equipment from a single supplier and has precisely the solution it requires.

“We have to coordinate 100 service vehicles throughout Germany every day and keep track of over 2,000 spare parts contained in each vehicle as well as a large number of special tools. Thanks to the IT solution from aibis and Motorola, we are now in a position to supply the necessary spare parts to our customers at any time and simplify the job of our customer service personnel in their daily work as much as possible. Especially, the handling of the solution through the digital pen is very easy which makes it possible for our service technicians to deploy during their daily tours without any additional training. In total, our mobile employees already filled in more than 26,000 delivery notes and conducted installations within the second half of 2008. Furthermore, the payback period is very short compared with the old system. We currently believe it will pay for itself in eighteen months,” explains Jörg Hartmann, Team Manager for Organisation at HANSA-FLEX Hydraulik GmbH.

About Motorola

Motorola is known around the world for innovation in communications and is focused on advancing the way the world connects. From broadband communications infrastructure, enterprise mobility and public safety solutions to high-definition video and mobile devices, Motorola is leading the next wave of innovations that enable people, enterprises and governments to be more connected and more mobile. Motorola (NYSE: MOT) had sales of US \$30.1 billion in 2008. For more information, please visit www.motorola.com.





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